

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 7 of this document.

The remaining 41 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. The majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH. In addition, the establishment of a Relay Choice Profile for these consumers addressed many of the non-FCC reportable complaints.

Although each of the FCC reportable areas was examined carefully by VDDHH, the decreased number of CA related complaints represent an improvement over the previous reporting period. This overall progress is further supported by the findings of our independent TRS quality assurance testing performed during the reporting period. Overall typing accuracy increased from 83.8% to 89.4% for the 100 CAs tested. The percentage of calls relayed verbatim increased from 67.2% to 93.5%. Although overall CA typing speed decreased slightly from 82.4 wpm to 81.3 wpm, both figures are well above the FCC mandated standard.

Carrier of Choice and Elimination of Billing Issues

Much of the discussion in our 2002 Annual Log Summary of Consumer Complaints was devoted to numerous problems with consumer billings and Carrier of Choice (COC) issues. We are pleased to report that consumer complaints related to these problems have almost been eliminated. Over the past twelve months, VDDHH has worked carefully with AT&T to expand the number of Interexchange Carriers (IXCs) available to Virginia Relay users. Relay users currently have access to 11 IXCs as well as the use of all popular "dial-around" long distance (reseller) services. In the event a requested IXC is not part of the current AT&T TRS COC platform, AT&T provides equal access through the Industry Standard COC Application Process. VDDHH, SCC, and AT&T also provide follow-up to ensure the IXC in question has made the proper connections at the LEC access tandems in order to join the TRS COC platform in a timely manner.

During the 2001-2002 reporting period, 21 consumer complaints regarding COC and related billing issues were reported to the FCC. In addition, 48 general inquiries regarding long distance billing and plans were received. With the expansion of available IXCs and acceptance of all popular dial-around services, the number of reportable complaints dropped to zero and the number of related inquiries dropped to 18 for the current reporting period. We appreciate the cooperation of AT&T and the support of the FCC in the resolution of this situation.

Annual Consumer Complaints Summary for Virginia Relay

June 2002

TTY June 18, 2002

The customer complained when dialing into relay, she received a recording that all circuits are busy.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and explained call volumes were higher during that time.

Contact Closed: June 28, 2002

FCC: Answer Performance

July 2002

TTY July 22, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized, and let the customer know his/her complaint would be reported.

Contact Closed: July 24, 2002

FCC: Answer Performance

August 2002

TTY August 3, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: August 3, 2002

FCC: Answer Performance

TTY August 5, 2002

The customer complained the CA's typing was too fast, and the CA did not wait for him to respond to his answering machine.

Category: Typing Skill/Speed

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and set up a Relay Choice Profile for Baudot to slow down the transmission speed.

Contact Closed: August 6, 2002

FCC: Typing Issue

Voice August 5, 2002

The customer complained she dialed 711 three times and received no answer from the relay service.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: August 5, 2002

FCC: Answer Performance

September 2002

TTY September 23, 2002

The customer complained he/she heard the CA talking to others about a relay conversation.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Documented the information and reported it to the CA's manager for review.

Contact Closed: September 24, 2002

FCC: Confidentiality

October 2002

TTY October 21, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience.

Contact Closed: October 21, 2002

FCC: Answer Performance

November 2002

Voice November 8, 2002

The customer complained that the CA typed too slowly.

Category: Typing Skill/Speed

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Documented for reporting purposes.

Contact Closed: November 20, 2002

FCC: Typing Issue

Voice November 23, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager

would follow up accordingly.

Contact Closed: November 25, 2002

FCC: Verbatim

December 2002

Voice December 31, 2002

The customer complained the CA was rude, and could not type fast enough.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer and explained briefly how relay works. The customer is choosing to use video relay as an alternative.

Contact Closed: January 1, 2003

FCC: Typing Issue

January 2003 – Nothing to report

February 2003

TTY February 21, 2003

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 21, 2003

FCC: Verbatim

March 2003 – Nothing to report

April 2003

TTY April 2, 2003

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

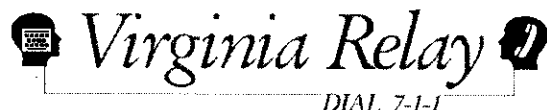
Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and immediately processed the customer's call.

Contact Closed: April 3, 2003

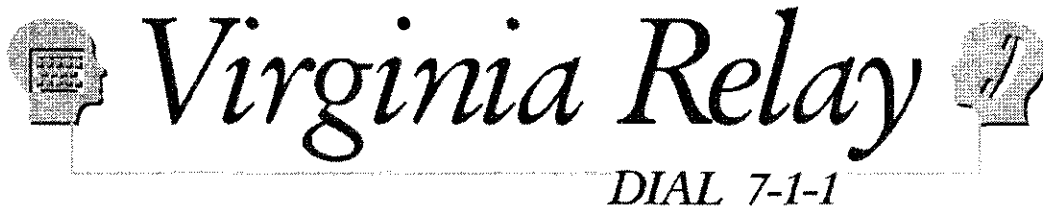
FCC: Answer Performance

May 2003 – Nothing to report



Summary of All TRS User Feedback

June 1, 2002 – May 31, 2003			
I. COMMENDATIONS	VOICE	TTY	TOTAL
CA/OPR RELATED	54	73	127
RELAY/OSD RELATED		2	2
OTHER			
TOTAL COMMENDATIONS	54	75	129
II. COMPLAINTS	VOICE	TTY	TOTAL
CA/OPR RELATED			
ATTITUDE AND MANNER	7	4	11
TYPING SKILL/SPEED	1	1	2
ENGLISH/GRAMMAR	1		1
CA HUNG UP ON ME	1	4	5
OTHER	3	9	12
EQUIPMENT			
DISCONNECT		1	1
ANSWER/WAIT TIME	1	6	7
GARBLED WORDS		2	2
OTHER	1	2	3
METHODS RELATED		5	5
MISCELLANEOUS			
BILLING/RATE		1	1
SCOPE OF SERVICE		1	1
OTHER		2	2
TOTAL COMPLAINTS	15	38	53
III. INQUIRIES/COMMENTS	VOICE	TTY	TOTAL
GENERAL INFORMATION	37	29	66
OUTREACH/MARKETING	9	3	12
EXPLAIN RELAY	23		23
TTY DISTRIBUTION/PURCHASE	9	1	10
LEC SERVICE	1	2	3
BILLING/RATE	7	11	18
COMPUTER SETTINGS			
TECHNICAL RELATED	9	10	19
OTHER	27	33	60
TOTAL INQUIRIES/COMMENTS	122	89	211
GRAND TOTAL	191	202	393



CC Docket No. 98-67

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS

June 1, 2003 – May 31, 2004



COMMONWEALTH of VIRGINIA

Ronald L. Lanier
Director

Department for the Deaf and Hard of Hearing

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Ratcliffe Building Suite 203
1602 Rolling Hills Drive
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June 23, 2004

Section 56-484.7 of the *Code of Virginia* designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our Commonwealth. With technical assistance from the Virginia State Corporation Commission, VA Relay operates the nation's twelfth busiest relay center.

On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2003 through May 31, 2004. We are pleased to report the total number of consumer complaints received by Virginia Relay decreased by an impressive 75% from our previous reporting period. Of the 13 complaints received, only 3 were related to FCC minimum standards. In addition, 139 service commendations were received from consumers, an increase of 8% over the previous 12 month period.

We contribute much of our improvement to a new Customer Care Desk that has been established at the Virginia Relay center in Norton. The Customer Care Desk is available 24 hours a day 7 days a week for receipt of customer feedback. The Center also responds to inquiries from the general public on how to use the service. The Customer Care Desk toll-free numbers are printed on all relay educational materials provided by VDDHH.

Following a very successful trial of Enhanced VCO relay services, VDDHH made CapTel™ an on-going part of VA Relay on April 1, 2004. No complaints were received from CapTel users during the reporting period.

Thank you for the opportunity to forward this summary of consumer feedback to you, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Outreach Manager, Clayton E. Bowen, bowence@ddhh.state.va.us. You may also reach him at 1-800-552-9717, voice/TTY.

Sincerely,

A handwritten signature in cursive script that reads "Ronald L. Lanier".

Ronald L. Lanier

CC Docket No. 98-67

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS

June 1, 2003 – May 31, 2004

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Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-844-4116 (Voice)
- The In-House VA Relay Account Manager myrickmj@ddhh.state.va.us
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address ddhhinfo@ddhh.state.va.us
- VDDHH Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to the relay center manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission (SCC) is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

An annual summary sheet of all customer feedback logged for the reporting period appears as page 11 of this document. Individual entries are listed in a final section by month and feedback type. These entries also indicate a resolution date where appropriate.

Discussion of Consumer Complaints

For the current FCC reporting period, 359 customer contacts were received and reported through CICS. Of this number, only 13, or approximately 4% of total contacts were identified as complaints. Of these 13 complaints, only 3 were identified as alleged violations of the federal minimum standards. These figures represent significant improvements from previous reporting periods. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	2
In Call Replacement	0
Answer Speed (Waiting Time)	0
CA Typing Skills	1

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same	1 day	2-5	6-10	11-20	21-45	46 -90
--	------	-------	-----	------	-------	-------	--------

	Day		days	days	days	days	days
Transparency							
Confidentiality							
Verbatim	1		1				
In Call Replace							
Answer Speed							
CA Skills			1				

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 7 of this document.

The remaining 10 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. A majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH. In addition, the establishment of a Relay Choice Profile for 4 of these consumers addressed many of the non-FCC reportable complaints.

CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, VA Relay began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services and equipment with Sprint Relay. The CapTel call center is operated by Ultratec, Incorporated.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager RANDY.G.MURBACH@mail.sprint.com
- Consumer Correspondence

VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address ddhhinfo@ddhh.state.va.us

- VDDHH Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for processing.

Any complaints received from CapTel consumers are electronically reported to VDDHH by Ultratec on a 24-hour basis. All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Two months of our new CapTel contract, April and May of 2004, fall within the current reporting period for our Annual Log Summary of Consumer Complaints. During these months, no complaints were received from CapTel users by VDDHH, Sprint/ Ultratec or the VA Relay Customer Care Desk; therefore, no CapTel user complaints appear in our submission.

Annual Consumer Complaints Summary for Virginia Relay

Voice June 3, 2003

The caller complained that for the last few months CA's have not been giving their ID number.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: June 3, 2003

FCC: N/A

Voice June 6, 2003

The customer complained that the CA typed too slow and had difficulty relaying the conversation.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: After further investigation, it was determined that the call was not handled by AT&T Relay Services.

Contact Closed: June 9, 2003

FCC: Typing Issue.

Voice June 13, 2003

The customer complained that she could not understand the message that the CA left on her voicemail.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 18, 2004

FCC: N/A

TTY June 14, 2003

The customer complained that he/she was receiving garbled words.

Category: Garbled Words.

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: June 14, 2004

FCC: N/A

July 2003

TTY July 24, 2003

The customer complained the CA did not follow instructions, and hung up on him/her.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and explained that there may have been equipment problems during the call.

Contact Closed: July 24, 2003

FCC: N/A

August 2003

TTY August 12, 2003

The customer complained that the CA did not follow the instructions included in his profile.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 13, 2003

FCC: N/A

September 2003

Voice September 8, 2003

The customer complained about the service he received from AT&T Wireless.

Category: Other (Misc)

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized, and explained that his comments had been forwarded to AT&T Wireless.

Contact Closed: September 9, 2003

FCC: N/A

October 2003

Voice October 24, 2003

The caller complained that he was billed for his local toll calls through the relay service.

He thought relay calls were free.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained that there is no charge to use the relay service, but that local toll and long distance charges do apply.

Contact Closed: October 24, 2003

FCC: N/A

November 2003

TTY November 6, 2003

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 13, 2003

FCC: N/A

December 2003 – Nothing to report.

January 2004

TTY January 12, 2004

The customer asked the CA to redial to a busy line, but the CA hung up on her.

Category: CA Hung up on me.

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 12, 2004

FCC: N/A

February 2004

Voice February 8, 2004

The customer complained that the CAs will not place her call using Verizon as her Carrier of Choice.

Category: Other (Misc)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and set up a profile indicating Verizon as her Carrier of Choice.

Contact Closed: February 8, 2004

FCC: N/A

March 2004 – Nothing to report.

April 2004

TTY April 29, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Manager discussed the complaint with the CA. Apologized to the customer for the problem on his/her call.

Contact Closed: April 29, 2004

FCC: Verbatim

May 2004

TTY May 6, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

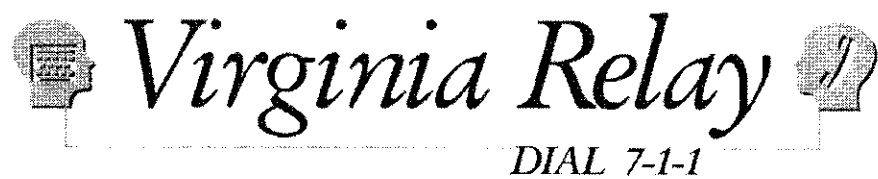
Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 10, 2004

FCC: Verbatim

Summary of All TRS User Feedback**June 1, 2003 - May 31, 2004**

I. COMMENDATIONS	VOICE	TTY	TOTAL
CA/OPR RELATED	59	78	137
RELAY/OSD RELATED	1	1	2
OTHER			
TOTAL COMMENDATIONS	60	79	139
II. COMPLAINTS	VOICE	TTY	TOTAL
CA/OPR RELATED			0
ATTITUDE AND MANNER		2	2
TYPING SKILL/SPEED			0
ENGLISH/GRAMMAR			0
CA HUNG UP ON ME		1	1
OTHER	3	3	6
EQUIPMENT			0
DISCONNECT			0
ANSWER/WAIT TIME			0
GARBLED WORDS		1	1
OTHER			0
METHODS RELATED			0
MISCELLANEOUS			0
BILLING/RATE	1		1
SCOPE OF SERVICE			0
OTHER	2		2
TOTAL COMPLAINTS	6	7	13
III. INQUIRIES/COMMENTS	VOICE	TTY	TOTAL
GENERAL INFORMATION	41	11	52
OUTREACH MARKETING	9	5	14
EXPLAIN RELAY	14		14
TTY DISTRIBUTION/PURCHASE	7	4	11
LEC SERVICE	1		1
BILING/RATE	12	11	23
COMPUTER SETTINGS	2	2	4
TECHNICAL RELATED	8	4	12
OTHER	47	29	76
TOTAL INQUIRIES/COMMENTS	141	66	207
GRAND TOTAL	207	152	359



Customer Contact Reports by Month



CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS

June 1, 2004 – May 31, 2005



COMMONWEALTH of VIRGINIA

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Director

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June 28, 2005

Section 56-484.7 of the *Code of Virginia* designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our Commonwealth. With technical assistance from the Virginia State Corporation Commission, VA Relay operates the nation's twelfth busiest relay center.

On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2004 through May 31, 2005. We are pleased to report that only 2 percent of total consumer inquiries were identified as complaints, a slight improvement from the previous reporting period. Of the 14 complaints received, only 4 were related to FCC minimum standards. In addition, 225 service commendations were received from consumers, an increase of 62% over the previous 12 month reporting period.

The current log also represents our first full twelve-month reporting period for enhanced Voice Carry Over relay services. CapTel™ has been an on-going part of VA Relay since April 1, 2004. Because these services are provided under contract with a different provider, all consumer complaint data on CapTel is presented in a separate section of our Log.

Also during this period, VA Relay implemented VA Relay Text Messaging (VRTM) services, an innovative use of telecommunications relay that enables text message users who are deaf to contact hearing individuals by telephone. The service requires pre-registration of the text user and is strictly limited to in-state calls.

Thank you for the opportunity to forward this summary of consumer feedback to you, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Outreach Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in cursive script that reads "Ronald L. Lanier".

Ronald L. Lanier

**ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS**

June 1, 2004 – May 31, 2005

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Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-844-4116 (Voice)
- The In-House VA Relay Account Manager matthew.myrick@vddhh.virginia.gov
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to the relay center manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission (SCC) is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

An annual summary sheet of all customer feedback logged for the reporting period appears as page 14 of this document. Individual entries are listed in a final section by month and feedback type. These entries also indicate a resolution date where appropriate.

Discussion of Consumer Complaints

For the current FCC reporting period, 697 customer contacts were received and reported through CICS. Of this number, only 14, or approximately 2% of total contacts were identified as complaints. Of these 14 complaints, only 4 were identified as alleged violations of the federal minimum standards. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	1
Confidentiality	0
Verbatim Relay of Call by CA	1
In Call Replacement	0
Answer Speed (Waiting Time)	2
CA Typing Skills	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency		1					
Confidentiality							
Verbatim		1					
In Call Replace							
Answer Speed	2						
CA Skills							

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 10 of this document.

The remaining 10 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. A majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH. In addition, the establishment of a Relay Choice Profile for 3 of these consumers addressed many of the non-FCC reportable complaints. Two complaints on billing were also received, a significant reduction from previous years.

CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, VA Relay began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services and equipment with Sprint Relay. The CapTel call center is operated by Ultratec, Incorporated in Madison, Wisconsin. In accordance with FCC standards, CapTel services became 7-1-1 accessible for hearing callers on August 1, 2004.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager RANDY.G.MURBACH@mail.sprint.com
- Consumer Correspondence

VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdesk@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- VDDHH Online Town Hall Meetings
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for processing.

Any complaints received from CapTel consumers are electronically reported to VDDHH by Ultratec on a 24-hour basis. All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of CapTel Consumer Complaints

While a total of 35 complaints were received on the enhanced Voice Carry Over service during the current reporting period, the majority of the complaints were technical in nature. Six of the complaints were considered alleged violations of FCC standards, of which 2 were considered noteworthy. The remaining four complaints involved Typing Speed, where in each case it was found the captioning speed exceeded the related FCC minimum standard. A complaint on billing was also received but readily resolved. The most common technical complaint received involved the disconnecting of the line while the call was in progress. The majority of technical complaints were satisfactorily resolved by CapTel Customer Service Representatives. A breakdown of the FCC reportable complaints appears below.